

Web Leads monthly meeting

May 14, 2026

Welcome and kickoff

Suran De Silva - suran.desilva@maryland.gov

Agenda

- Accessibility update
- Website best practices
- Drupal updates
- Drupal training interest
- CX measurement
- Migration roadmap update

MDDS / DoIT Presenters

- Andrew Drummond: Director of Accessibility
- Beverly Ingle: Web Program Manager
- Betsy Bland: Design Lead
- Suran De Silva: Sr Director of Web Experience
- Hilary Shutak: Product Manager

Accessibility Update

Andrew Drummond - andrew.drummond@maryland.gov

A11y Update: ADA Title II Interim Final Rule (IFR)

- Updated ADA Title II IFR moves the goalposts to April 26, 2027.
- This change comes through a DOJ Interim Final Rule (IFR) issued on April 20, 2026, which is currently open for comment for 60 days, until June 22, 2026.
- Constituents and advocacy groups may still pursue legal action related to inaccessible digital content. This has not changed. For example, in *Ellerbee v. Louisiana Division of Administration et al* (2025), a federal judge ruled that state and local governments cannot delay [ADA Title II](#) web accessibility compliance despite future regulatory deadlines. The lawsuit, filed by a blind resident, alleges that key state websites (e.g., Health, Children and Family Services) are inaccessible via screen readers, violating existing ADA and [Rehabilitation Act](#) obligations.
- ADA Title II lawsuits can still be filed, regardless of the revised compliance timeline.
- The IFR does not shield state agencies from liability under the ADA.
- The IFR is open for public comment, which could lead to revisions.
- The IFR could be challenged in court and be overturned.

A11y Update: Now What?

- Continue the ROT process
- Sign up for staff or agency-wide training on document accessibility
- Request accessibility testing of your websites and applications
- Request document remediation support up to 300 pages
 - For the above services email doit.intake@maryland.gov

Website best practices

Beverly Ingle - beverly.ingle@maryland.gov

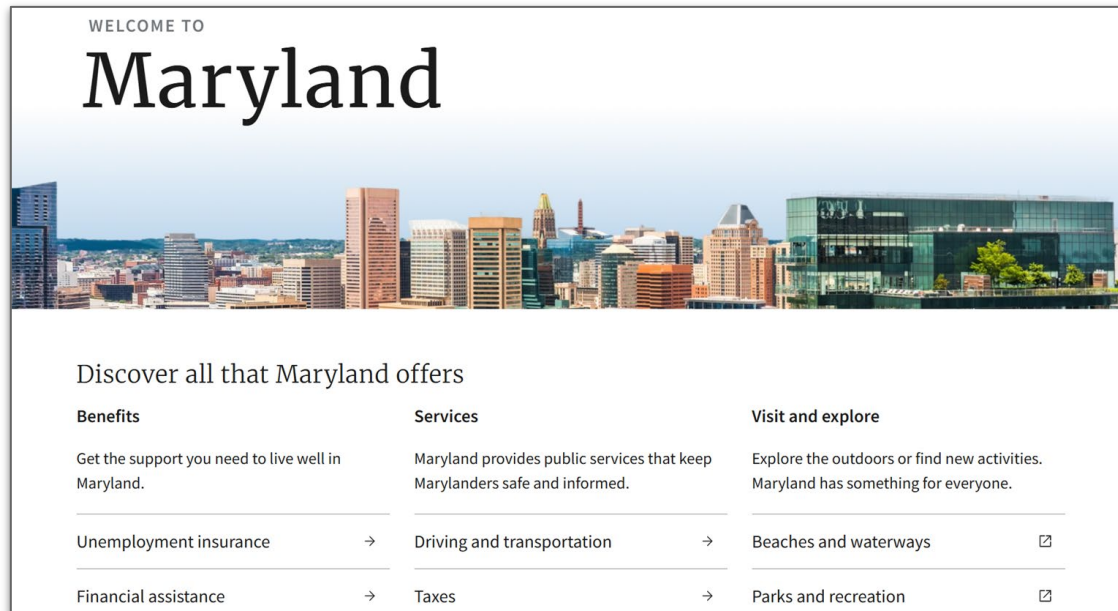
Website best practices

Migration → a fresh start

- Adjust UX to support user needs
- Align with current goals
- Audit your content and eliminate “ROT”
- Commit to leaving old problems behind

Website best practices

Focus on top tasks



Website best practices

Lean into accessibility

The diagram illustrates a website navigation path. It starts with a dark header for the Department of Budget and Management, which includes contact information and links to 'Contact Us' and 'Accessibility Request'. A red arrow points from the 'Accessibility Request' link to a detailed 'Accessibility Request' page. This page features a sidebar with 'Quick Links' and 'Management Services', and a main content area with the title 'Accessibility Request' and a section 'About Remediated Document Requests'. A red box highlights the contact information and requirements for document requests.

Department of Budget and Management
45 Calvert Street
Annapolis, MD 21401
300-301 West Preston Street
Baltimore, MD 21201

Contact Us - [Accessibility Request](#)

DEPARTMENT OF Budget and Management

Quick Links
Management Services

Accessibility Request

About Remediated Document Requests

Consistent with the Americans with Disabilities Act (ADA) Title II final rule, individuals are entitled to request an accessible version of any electronic document presented on this website.

Please contact ally-DBM@Maryland.gov with the following:

- the name of the document
- the URL of the document
- the desired file type
- the accommodation needed

The requested file may be provided within a two-week period. It is possible that some requests may take longer due to the size, complexity, or the graphical nature of the

Website best practices

Choose web pages over PDFs

- Easier to access, to read, to update
- Smoother navigation
- Responsive to screen size
- Deeper analytics

Drupal updates

Betsy Bland - betsy.bland@maryland.gov

Drupal Platform Updates Webpage

Our new [Drupal Platform Updates webpage](#) is a snapshot of our current priorities and recent improvements

Share ideas in our [Drupal Community of Practice](#)

An official website of the State of Maryland. [Here's how you know](#)

[Maryland.gov](#) | [Translate](#)



Maryland Digital Playbook

Search

Principles

Digital Standards

Accessibility

Design System

Drupal Training

Get Support

[Home](#) > [Drupal Training](#) > [Drupal Platform Updates](#)

Drupal Platform Updates

< Drupal Training

Basics

Page Types

Components

Roles and Permissions

Drupal Platform Updates

Updated: Wednesday, May 13, 2026

- [Upcoming priorities](#)
- [Release history](#)

The Maryland Drupal platform is constantly evolving! Below is a snapshot of our current priorities and recent improvements. We also maintain a broader backlog of agency requests and technical enhancements that are prioritized by reach, impact, usability, accessibility, security, and team capacity.

Have a suggestion? Share your ideas in our [Drupal Community of Practice](#) to help shape our future releases.

Component Showcase Webpage

Our new [Component Showcase webpage](#) demos available components side-by-side

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Maryland.gov | [Translate](#)



Maryland Digital Playbook

Search

Principles ▾ Digital Standards ▾ Accessibility ▾ Design System Drupal Training ▾ Get Support

[Home](#) > [Drupal Training](#) > [Components](#) > Component Showcase

Component Showcase

< Components

Component Showcase

Text Editor

Accordion

Button Group

Callout

Promo

Video Promo

Link Collection

Summary Box

- List item 1
- List item 2

Updated: Thursday, May 14, 2026

- Headings (Heading 2)
- Paragraph Styling
- Example: Video Promo
- Example: Video Promo with video before text

Component Showcase Webpage

Our [new webpage on the Digital Playbook](#) is a snapshot of our current priorities and recent improvements

Share ideas in our [Drupal Community of Practice](#)

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Maryland.gov

Translate

 Maryland

Maryland Digital Playbook

How do I...

Search

Principles Digital Standards Accessibility Design System **Drupal Training** Get Support

Home > **Drupal Training** > Drupal Platform Updates

Drupal Platform Updates

< Drupal Training

Basics

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Components

Roles and Permissions

Drupal Platform Updates

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Drupal Updates: News

- Highlights press releases, news updates, and time-sensitive information
- News Listing page displays news items in a searchable, filterable list
- Visitors can filter by keywords, dates, topics, departments, or audience



< Newsroom

ANNAPOLIS, Md. — The Maryland Department of Environmental Services today launched a new online permitting system that allows residents, contractors, and business owners to submit and manage permit applications digitally.

The new platform provides:

- Online application submission
- Real-time application tracking
- Secure document uploads
- Automated email notifications
- Faster review and approval workflows

Officials say the system is intended to improve customer experience while reducing paperwork and manual processing.

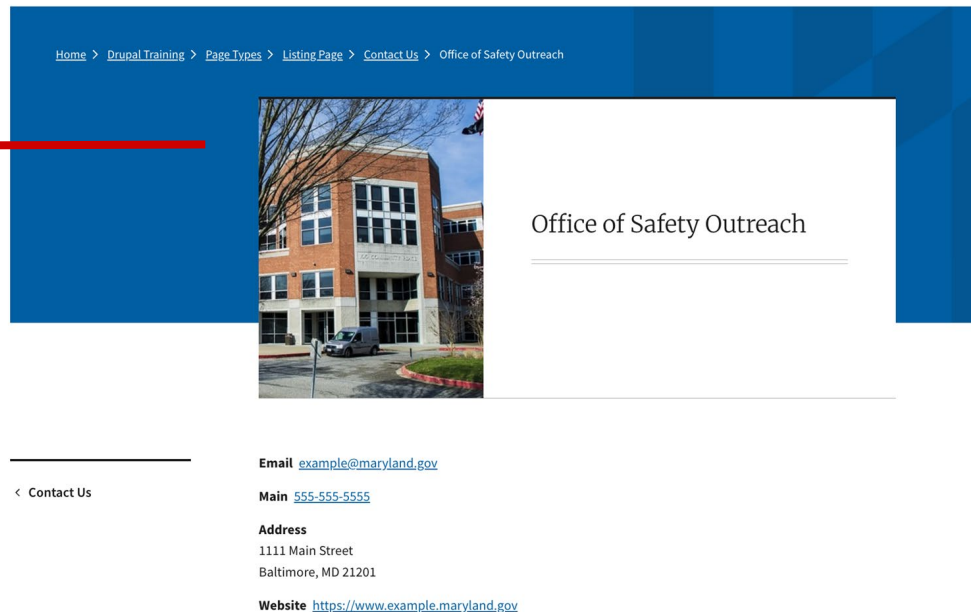
The system supports several permit categories, including environmental permits, construction-related applications, and operational licenses.

Training materials and step-by-step guides are available on the department website. Virtual information sessions will also be offered throughout the month to help users become familiar with the new platform.

Residents and businesses can access the new permitting portal beginning July 1 at www.example.gov/permits.

Drupal Updates: Contact

- Features email, phone, address, and other contact info for staff, teams, experts, or departments
- Contact Listing page displays contacts in a searchable, filterable list
- Visitors can filter by keywords, dates, topics, departments, or audience



Drupal Updates: Location

- Standalone content item used to provide information about a physical location
- Includes hours of operation and contact information

[Home](#) > [Drupal Training](#) > [Page Types](#) > [Listing Page](#) > [Locations](#) > [The Office of the Museum](#)



The Office of the Museum

1111 Main Street
Washington, DC 20011

[< Locations](#)

Hours

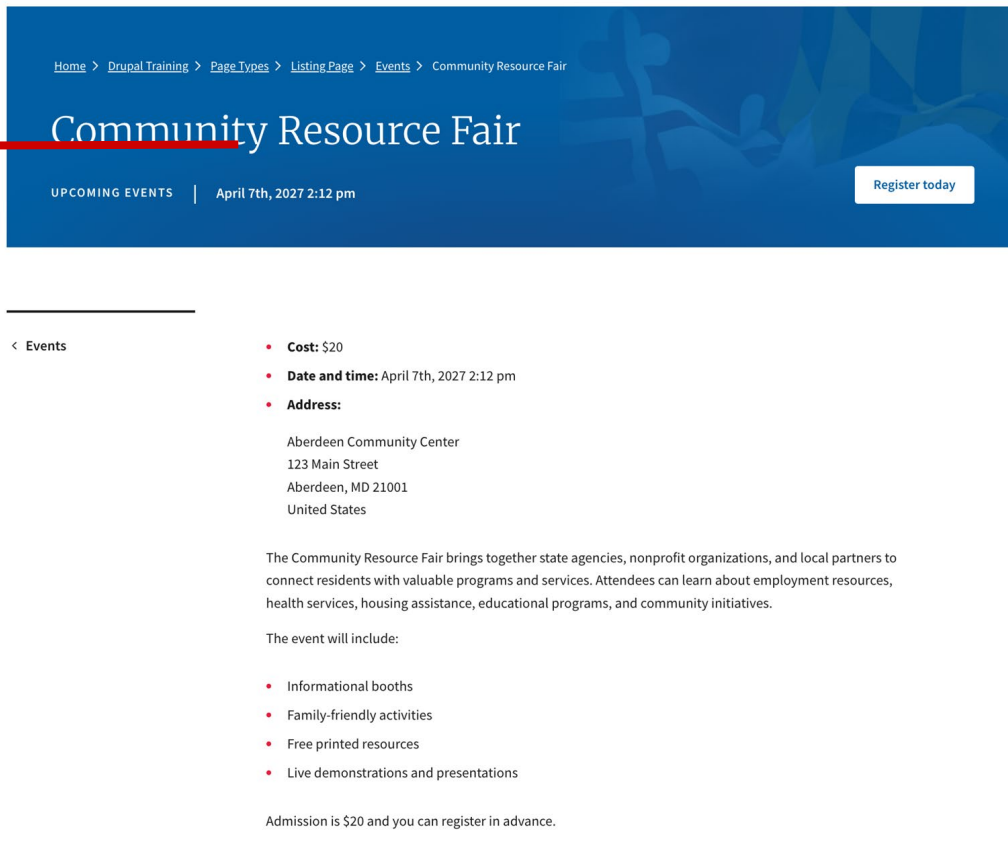
- Sunday: Closed
- Monday: 9:00 pm to 5:00 pm
- Tuesday: 9:00 pm to 5:00 pm
- Wednesday: 9:00 pm to 5:00 pm
- Thursday: 9:00 pm to 5:00 pm
- Friday: 9:00 pm to 5:00 pm
- Saturday: Closed
- All in Eastern Time Zone

Contact Information

Website
[The Office of the Museum website](#) 

Email address
[The Office of the Museum email](#)

Drupal Updates: Event



The screenshot shows a Drupal event page for the 'Community Resource Fair'. The breadcrumb trail at the top reads: Home > Drupal Training > Page Types > Listing Page > Events > Community Resource Fair. The main heading is 'Community Resource Fair'. Below it, the text 'UPCOMING EVENTS | April 7th, 2027 2:12 pm' is displayed. A 'Register today' button is in the top right. The event details section includes a back arrow, the title 'Events', and a list of details: Cost: \$20, Date and time: April 7th, 2027 2:12 pm, and Address: Aberdeen Community Center, 123 Main Street, Aberdeen, MD 21001, United States. A paragraph describes the fair as a gathering of state agencies, nonprofits, and local partners to connect residents with services. It lists included activities: informational booths, family-friendly activities, free printed resources, and live demonstrations. A note states admission is \$20 and registration is required in advance.

Home > Drupal Training > Page Types > Listing Page > Events > Community Resource Fair

Community Resource Fair

UPCOMING EVENTS | April 7th, 2027 2:12 pm

[Register today](#)

< Events

- **Cost:** \$20
- **Date and time:** April 7th, 2027 2:12 pm
- **Address:**
Aberdeen Community Center
123 Main Street
Aberdeen, MD 21001
United States

The Community Resource Fair brings together state agencies, nonprofit organizations, and local partners to connect residents with valuable programs and services. Attendees can learn about employment resources, health services, housing assistance, educational programs, and community initiatives.

The event will include:

- Informational booths
- Family-friendly activities
- Free printed resources
- Live demonstrations and presentations

Admission is \$20 and you can register in advance.

Drupal Updates: Listings

Newsroom



- Standalone pages that auto-display dynamic content lists (news, contacts, locations, events, documents)
- Help organize content and enable visitors to search & filter results
- Content within each list can be filtered by type, topic, and taxonomy vocabularies

[< Listing Page](#)

[Contact Us](#)

[Events](#)

[Locations](#)

[Newsroom](#)

Search by year

- Any -

Filter

Displaying 1 - 3 of 3 results.

NEWSROOM

Maryland Launches New Online Permit Application System

Thursday, April 23, 2026

NEWSROOM

Maryland Launches New Public Safety Awareness Campaign

Wednesday, April 8, 2026

Drupal Updates: Step List

- Displays sequential information or processes in a clear, structured format
- Helps users follow steps in order, making complex tasks easier to understand

How to Apply for a State Permit

Follow these steps to complete and submit your permit application.

1

Gather Required Documents

Collect all required forms, identification, and supporting materials before starting your application.

[Download Required Forms](#)

2

Complete the application

Fill out all required fields carefully and review the information for accuracy before submission.

[Start the application](#)

3

Submit your application

Drupal Updates: Icon List

- Visual component pairing icons with short text to highlight key points, services, benefits, or features
- Used on [Landing Pages](#) or [Basic Pages](#)
- Supports up to 12 items



File your taxes

Don't miss the deadline.



File online

Securely file your taxes online.



Submit documents

Make sure you submit all of your files



Chat with a representative

Chat with one of our customer service reps



Drupal Updates: Statistics

- Highlights key numbers or facts in a bold, visual format

- Common uses:

- Rankings
- Data points
- Percentages
- Key metrics that

support page content

Example: Statistic List

Every year thousands of people in Maryland become victims of vehicle theft and carjackings. A car is stolen every 27 minutes in Maryland. In the United States, it is every 42 seconds.

50% of drivers left their keys in their car.	60% of cars were left unlocked	66% of vehicle thefts occur at night	95% of cars had no anti- theft device installed.
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Drupal training interest

Betsy Bland - betsy.bland@maryland.gov

Introductory Drupal Training

- 1-hour session that covers:
 - Overview of how Maryland's Drupal CMS is set up
 - What you can build using Drupal
 - How to build simple landing and basic pages
- Sign up here: <https://forms.gle/QKvH4HUx4pkUzhwC6>

CX Measurement

Suran De Silva - suran.desilva@maryland.gov

CX Measurement

Coming soon: A built-in customer feedback tool for our Drupal platform

Core metrics: Measures findability, task success, impact, and satisfaction

Data sharing: Results will be available to agencies for data-driven decision making

MARYLAND.GOV CUSTOMER SURVEY WIDGET

Demo page for the Maryland customer experience widget

This page previews the available placement options and shows the live behavior.

Every example below opens the same survey iframe modal. The only difference is how the survey is offered to the user.

Feedback

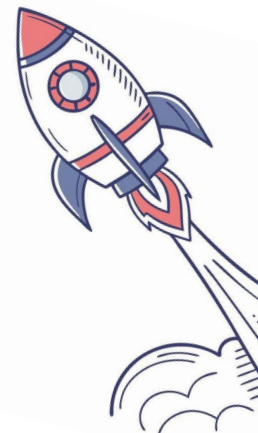
Examples

Each example keeps the description, the live version, and the code

Migration Roadmap Update

Hilary Shutak - hilary.shutak@maryland.gov

Agency Site Migration



Recent Launches

- Governor's Sites:
 - Office of the Governor
 - Office of Community Initiatives
- Maryland Department of Transportation
Motor Vehicle Administration
- Department of Aging

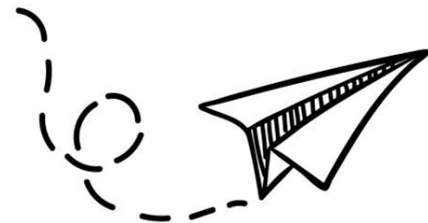
Upcoming Launches*

May/June

- Maryland Department of State Police
- Office of the State Fire Marshal
- Department of Juvenile Services
- Alcohol Tobacco, and Cannabis Commission
- Maryland Department of Housing and Community Development
- Maryland Center for School Safety
- Department of Information Technology
- Public Employee Relations Board
- Maryland Energy Administration
- Maryland Cannabis Administration
- Prescription Drug Affordability Board
- Department of Agriculture

* Schedule may change based on active participation by agencies.

Agency Site Migration



Q3/4 In Flight & New Kickoffs (Jan-Jun'26)*

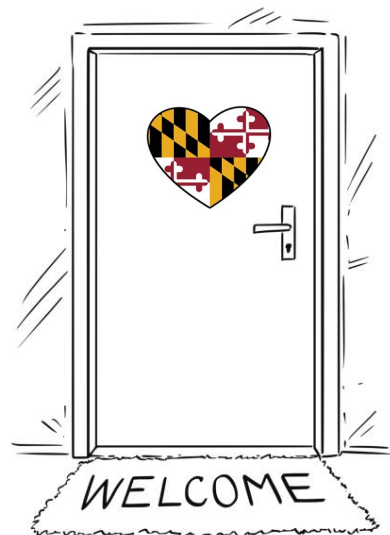
- Accountability & Implementation Board
 - Department of Assessments and Taxation
 - Department of Commerce
 - Department of Environment
 - Department of General Services
 - Department of Budget and Management
 - Department of Planning
 - Department of Social Equity and Economic Mobility:
 - Office of Social Equity
 - Governor's Office of Small, Minority, & Women Business Affairs
 - Maryland Department of Health
 - Maryland State Department of Education
 - Office of the Attorney General
 - Property Tax Assessment Appeals Boards
- Governor's Sites:
 - Innovation Team
 - Office for Children
 - Office of the Deaf & Hard of Hearing
 - Grants Office
 - Appointments Office
 - Office of Crime Prevention and Policy
 - Maryland Open Data Portal
 - Office of Overdose Response
 - Office of Performance Improvement

* Schedule may change based on active participation by agencies. Many of these sites will launch in Q3/Q4.

Agencies on Drupal

- Maryland.gov
- Governor's Sites:
 - Office of the Governor
 - Office of Community Initiatives
- Al.maryland.gov
- Department of Aging
- Department of Service and Civic Innovation
- Department of Veterans and Military Families
- Digital Playbook
- Maryland Commission on Civil Rights
- Maryland Department of Transportation
 - Motor Vehicle Administration
- Maryland Historical Trust
- Maryland Mortgage Program
- Office of the Correctional Ombudsman

Join our
[Drupal Community
of Practice](#)



Q&A and Discussion

Future meeting schedule

Web Leads Meeting

July 22, 1:30pm – 3pm (virtual)

MDDS/Web Leads Open Office Hours

June 5, 3 - 4pm

Thank you
See you July 22 (Virtual)
[Feedback Survey](#)



Survey link <https://forms.gle/gRU6z8eHAU4spQ6BA>